

[Your Name]
[Your Address]
[City, State, ZIP Code]
[Email Address]
[Phone Number]
[Date]

Customer Support
Baltimore Gas and Electric (BGE)
[Customer Support Address]
[City, State, ZIP Code]

Dear BGE Customer Support,
Subject: Login Issues with My BGE Account

I hope this message finds you well. I am writing to seek assistance with my BGE online account as I am currently facing login issues.

My account number is [Your Account Number], and I have been trying to access my account for the past [duration of time] without success. When I attempt to log in, I receive the following error message: "[Error Message]". I have tried resetting my password and clearing my browser cache, but unfortunately, the issue persists.

I would greatly appreciate your guidance on how to resolve this issue so that I can access my account effectively. If you need any further information from my end, please feel free to reach out.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,
[Your Name]
[Your BGE Account Number]